

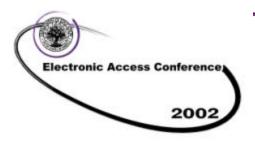


## Session 32

# Direct Loan Servicing Web Site

### A New Look with Added Features





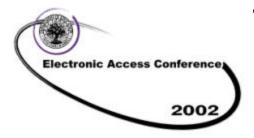
### **Presenters**

# Dan Hayward

FSA, Students Channel

# **Cindy Battle**

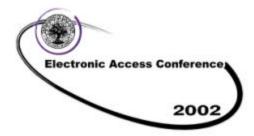
FSA, Students Channel

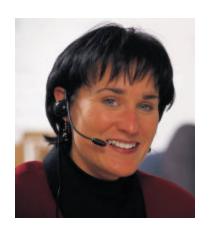


# Agenda

- What's New in Servicing
- Borrower Site A New Look with Added Features
  - A New Look
  - eServicing Functionality
  - Entrance Counseling
- School Site
  - Entrance Counseling Reporting
- On the Horizon / What's Coming







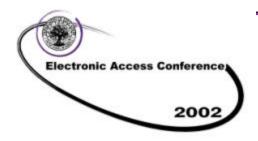
# What's New in Servicing?



# What's New in Servicing As of September 30, 2002

Loans Booked	Fiscal Year to Date	Program to Date
Direct Sub/Unsub	2,908,800	20,974,042
Direct Consolidation	557,847	2,283,386

Active Borrowers	Fiscal Year to Date		
In School/Grace	1,902,597		
Repayment	2,734,580		
Delinquent	256,765		
Deferment/Forbearance	948,981		
Other	22,944		
Total	5,865,867		



### **Borrower Site**

### "A New Look with Added Features"





### School Site

ACCOUNT MANAGEMENT \*\*\*

Address Change

Exit Counseling

Online Transactions

Repayment Estimator

· Electronic Debit Account

Make Online Payment

Repayment Options



Versión en español

#### Direct Loan Servicing News

SFA presents three Electronic Access Conferences for 2001: Nov 5-7, 2001 Reno, Nevada Nov 27-29, 2001 Baltimore, Maryland Dec 11-13, 2001 Chicago, Illinois

#### New Subscribe for Delinquency Reports

Now you can have your Delinquency Reports emailed directly to you! Simply sign up on our new Report Subscription page.

#### Welcome to Direct Loan Servicing's Online School Site

This Web site provides you with resources and reports designed to help you effectively manage your Direct Loan Program and with the ability to lookup borrower account information.

For convenience and easy access, you will be logging into the Direct Loan Origination Web Site, using your Login ID and password through a simple 3step process:

First, you must log in with your Direct Loan Origination Login ID and password.

Once you have logged into the Loan Origination system, select the "Direct Loan Servicing School Access" option from the "Loan" Origination Online Main Menu."

After entering the Direct Loan Servicing's Online School Site, select which options you wish to use from the menu at the top of the page.

| SFA Scl

#### DOWNLOAD FORMS Deferment

- Forbearance
- Other Forms



Welcome to Direct Loan Servicing Online. This Web site is for students and

parents who have Direct Loans or are considering financing an education

**Direct Loan Servici** 

and want to know more about Direct Loans.

ACCOUNT INFORMATION \*\*\*

General information

Account Balances

Account Documents

Electronio Carrespandence

Electronic Promissory Nate

Indicates Items that Require a PIN

Electronic Bills

Payment History

Payoff Amount

1008.E

QUESTION CENTER

E FAQ

Web 5ite Help

Glossary
Calculating Interest

#### STUDENT ALD Child Care Loan Forgiveness Program applications are now

If you have an associate's degree or bachelor's degree in the field of early childhood education or child care and subsequently worked fulltime for at least two consecutive years as a child care provider in a facility that serves a low-income community, you may be eligible for partial or full student loan forgiveness. Click here to learn more about the eligibility requirements or to download an application.

available to download for 2002.





Available Languages:

English Español

Other Department of

Education Web Sites:

Loan Consolidation

• Entrance Counseling

NSLBS Student Access





## New Look for Borrower Site

www.dl.ed.gov

U.S. Departmen

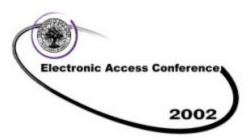
2002

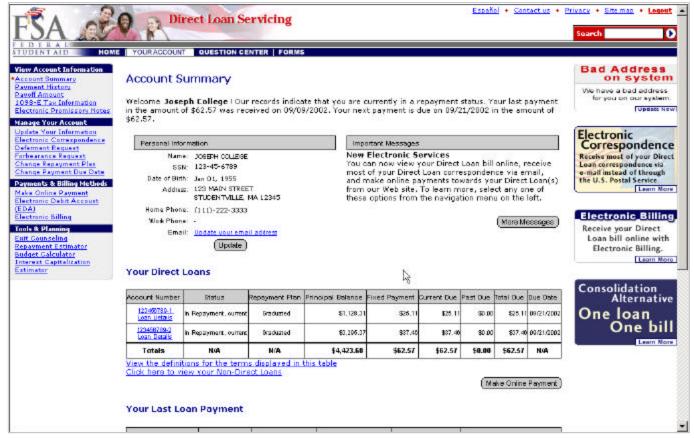




### Tour the Site







### **Account Summary**

- Check important messages
- Verify personal information.
- View account balance(s).
- Check recent payment information



0

Make Your Payments

Pay your Direct Loan

Lower Your

bill online. It's free, quick, and easy. Learn More

Interest Rate!

Electronic Billing

Loan bill online with

Electronic Billing.

Learn More

1

Receive your Direct

Online

Español • Contact us • Privacy • Site map • Logout

1-10 of 121

Next >

#### **View Account Information**

Account Summary

Payment History
Payoff Amount

1098-E Tax Information

Electronic Promissory Note

# View Account Information Account Summary Payment History Payoff Amount 1098-E Tax Information Electronic Promissory Notes

# Manage Your Account Update Your Information Electronic Correspondence Deferment Request Forbearance Request Change Repayment Plan Change Payment Due Date

### Payments & Billing Methods Make Online Payment Electronic Debit Account

(EDA)
Electronic Billing

#### Tools & Planning

Exit Counseling
Repayment Estimator
Budget Calculator
Interest Capitalization
Estimator

### Summary of Payments Received for Account 123456789

**Direct Loan Servicing** 

YOURACCOUNT QUESTION CENTER | FORMS

Payment Received	Payment Type	Payment Amount	Applied to Principal	Applied to Interest	Applied to Fees & Charges
09/09/2002	Mail	\$37.46	\$21.79	\$15.67	\$0.00
	Mail	\$25.11	\$19.68	\$5.43	\$0.00
08/07/2002	Mail	\$37.46	\$24.55	\$12.91	\$0.00
	Mail	\$25.11	\$20.60	\$4.51	\$0.00
07/11/2002	Mail	\$37.46	\$19.97	\$17.49	\$0.00
	Mail	\$25.11	\$18.93	\$6.18	\$0.00
06/10/2002	Mail	\$37.46	\$18.03	\$19.43	\$0.00
	Mail	\$25.11	\$18.18	\$6.93	\$0.00
05/09/2002	Mail	\$37.46	\$18.55	\$18.91	\$0.00
	Mail	\$25.11	\$18.29	\$6.82	\$0.00

Note: The payment amount displayed in the 'Applied to Interest' column should not be used for tax reporting purposes. To obtain the interest amount you may be able to deduct, please view IRS Form 1098-E.

#### Helpful Hints:

 Payments made online from this Web site that are in the process of being debited will be shown in your Payment History on this page in one to four business days.

# View Account Information

Select account option from the left navigation bar...

- Account summary
- Payment history
- Payoff amount
- Get 1098-E tax information
- Retrieve copies of electronic promissory notes





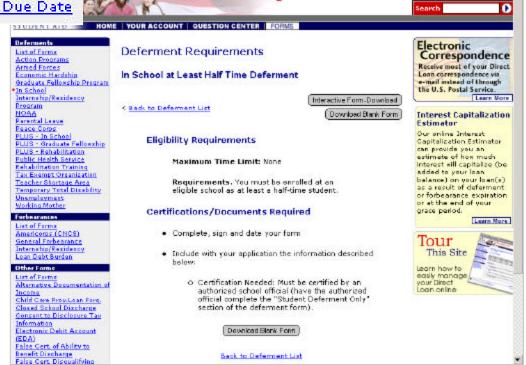
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#### **Manage Your Account**

<u>Update Your Information</u> Electronic Correspondence

Deferment Request
 Forbearance Request
 Change Repayment Plan
 Change Payment Due Date





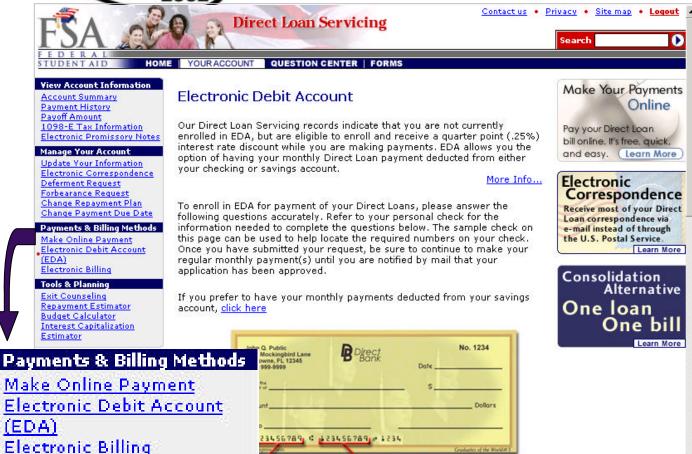
Direct Loan Servicing

# Manage Your Account

Select account option from the left navigation bar...

- Update personal information
- Enroll in electronic correspondence
- Apply for deferment or forbearance
- Change your repayment plan or payment due date





# Payments and Billing Methods

- Make online payment
- Enroll to have payment automatically withdrawn from checking or savings account with EDA
- Enroll to receive and view bills online





# Tools and Planning Exit Counseling

It is important that your students understand their rights and responsibilities...

Complete
 the Exit
 Counseling
 session online.



Interest Capitalization

Estimator

### Your Account

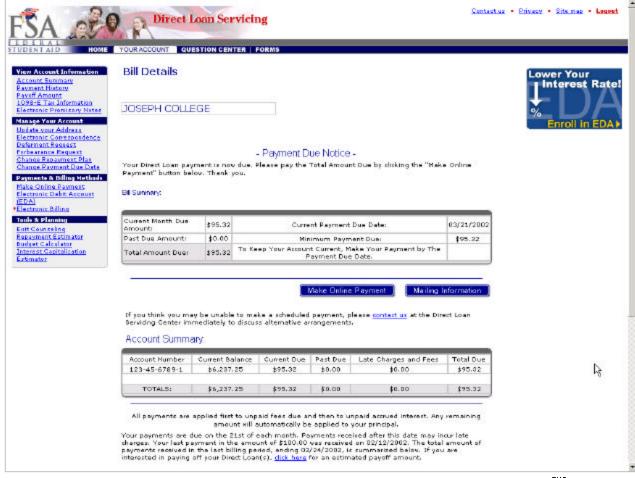


# Tools and Planning Interest Capitalization Estimator

Utilize any one of the online calculators to aid in your students manage their student loan debt



### Electronic Services



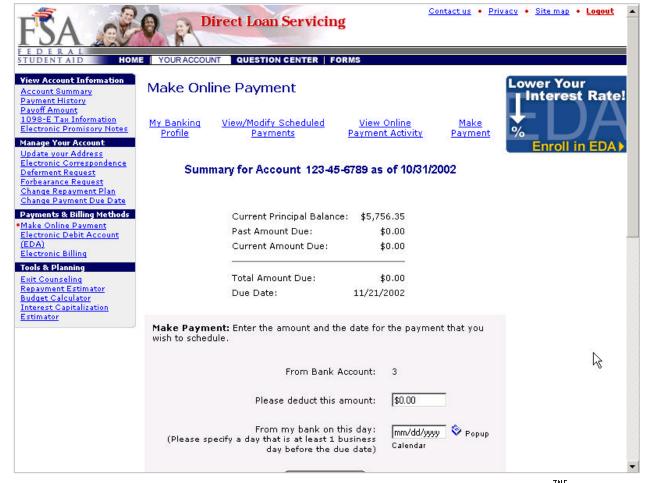
# Free, Fast, Convenient and Secure

Account management online with our

- Electronic Services...
- Receive bills and important correspondence electronically
- Make payments online



### Electronic Services



### **Online Payments**

- Make a payment anytime.
- Schedule payments up to six months in advance.

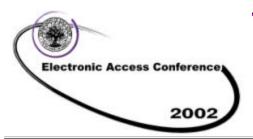


# Entrance Counseling Coming in December



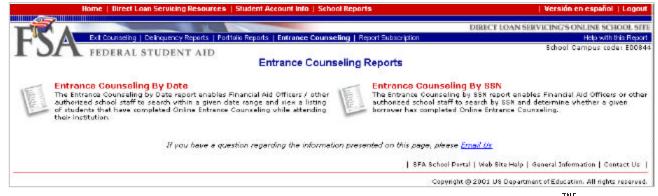
# Online Entrance Counseling

- Direct Loan students will now take their online Entrance Counseling on the Direct Loan Web site for borrowers.
- Borrowers will <u>not</u>
   need a PIN to take
   Entrance Counseling,
   but will continue to use
   the PIN for Exit
   Counseling.



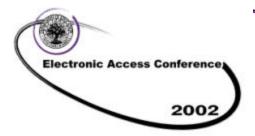
# Entrance Counseling Reports School Site





Schools will be able to receive reports of students who have taken Online Entrance Counseling in three ways:

- Online at the DL Servicing School site
- 2. Via the SAIG
- 3. Summary report available via email



# What's Coming?

## Dan Hayward



# **Coming Soon**

### School

- Exit Counseling
  - Packaging of Separation Materials
- More effective way of communicating with schools when changes occur (fast FAX)
- Login using COD interface estimated September 2003 (until then you will continue to use your LO login)

### Borrower

- Exit Counseling high balance information page
- Late fees
- Letter Re-engineering
- New combined bill / annual statement and new DL logo





# Coming Soon Letter Re-engineering



### Billing · Statement<sub>™</sub>

JOHN-J.-DOE APT.-001 123-SOMEWHERE-RD. ANYTOWN,-VA-22222

Account Number - 123-45-6789

Questions?~1-800-848-0979¶

#### Current·Billing·Statement·--Payment·Due·05/1#/2002¶

Current-Repayment-Plan¤	Monthly:Payment:Amount:	Amount·Past·Due:¤	Late·Charges·Due¤	Total·Payment·Due∷ <sup>‡‡</sup>
¤	¤	a	a	n n
ı	п	п	п	Please-Pay-This-Amount- # by-5/14/2002#

#### Thought-You-Should-Know-....¶

If you pay by Electronic Debiting (EDA), we will discount your Direct Loan interest rate(s) by 0.25%. Visit us at www.dl.ed.gov for more information.¶

#### Make-Payments-Electronically¶

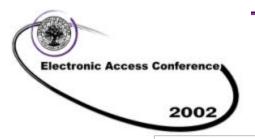
Make-payments-on-your-loan(s) without having to write-or-mail-a-check. You can use this service anytime. Visit us at <a href="www.dl.ed.gov">www.dl.ed.gov</a> to make a payment now!¶

1

If you think you may be unable to make a scheduled payment, please contact the Direct Loan Servicing Center immediately at the number above to discuss alternative arrangements.

#### Activity-From: 03/14/2002 -- To -- 04/14/2002 ¶

	Date	Principal· Balance¤	Interest· Balance¤	Late¶ Charges□
Opening-Balance	08/08/2002×	\$999,999.99×	\$999,999.99×	\$999,999.99¤
Net-Disbursement-Activity	и	и		
Net-Misc. Adjustments	и	и		
Capitalized Interest	×	ж		•
Rebate Activity	ц	ж		
Interest/Late-Charges-Accrued- Through	×	я		
Payment-Applied\$[total_rcvd]۶	×	×		
Payment-Applied\$[total_rcvd]¤	×	я		
Payment-Applied\$[total_rcvd]	×	и		
Payment-Applied-[Through]¶ \$[total_rcvd]>	и	×		
Ending-Balance	×	×		



# Coming Soon Letter Re-engineering

**Billing Statement** 

Questions? If you have any questions, please contact us.

JOHN J. DOE

#### Current Billing Statement - Payment Due 05/14/2002

Current Repayment Plan	Monthly Payment Amount	Amount Past Due	Late Charges Due	Total Payment Due
				0.0
				Please Pay This Amount by <b>5/14/2002</b>

Make Online Payment

Mailing Information

#### Thought You Should Know . . .

If you pay by Electronic Debiting (EDA), we will **discount your Direct Loan interest rate(s) by 0.25%**. Click here for more information on EDA.

#### Make Payments Electronically

Make payments on your loan(s) without having to write or mail a check. You can use this service anytime. Click here to make a payment now!

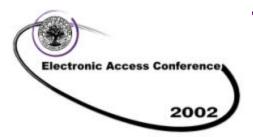
If you think you may be unable to make a scheduled payment, please <u>click here to contact the Direct Loan Servicing Center immediately</u> to <u>discuss</u> alternative arrangements.

#### Activity From 03/14/2002 To 04/14/2002

	Date	Principal Balance	Interest Balance	Late Charges
Opening Balance	08/08/2002	\$999,999.99	\$999,999.99	\$999,999.99
Net Disbursement Activity				
Net Misc. Adjustments				
Capitalized Interest				
Rebate Activity				
Interest/Late Charges Accrued Through				
Payment Applied\$[total_rcvd]				
Payment Applied\$[total_rovd]				
Payment Applied\$[total_rovd]				
Payment Applied [Through]\$[total_rovd]				
Ending Balance				

Current Balance - As of 04/14/2002 = \$999,999.99

Your payments are due on the [xx] of each month.



# **Questions or Comments?**

We appreciate your feedback and comments. We can be reached at:

Dan Hayward

Phone: 202-377-3207

Email: Dan.Hayward@ed.gov

Cindy Battle

Phone: 202-377-3261

Email: Cynthia.Battle@ed.gov